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PROGRAMS FOR SENIORS

1998



For more information about programs, benefits and services for seniors, or to obtain free copies of this book, phone:

Alberta Seniors Information Line

Call toll-free: **1-800-642-3853**

or in the Edmonton area: **427-7876**

People with visual impairments or people who are unable to read English but are able to understand spoken English, may borrow copies of **Programs for Seniors** on audio-tape from:

- their local library through inter-library loan services, or
- from the Canadian National Institute for the Blind (CNIB).
See page 55 for locations and telephone numbers of the CNIB.

The information provided is subject to the provisions of the pertinent Acts and Regulations. Changes to programs, services, and office locations may occur after the publication of this booklet.

Permission is granted to reprint this document.

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Alberta Community Development
Seniors Division

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ALBERTA
COMMUNITY DEVELOPMENT

Office of the Minister

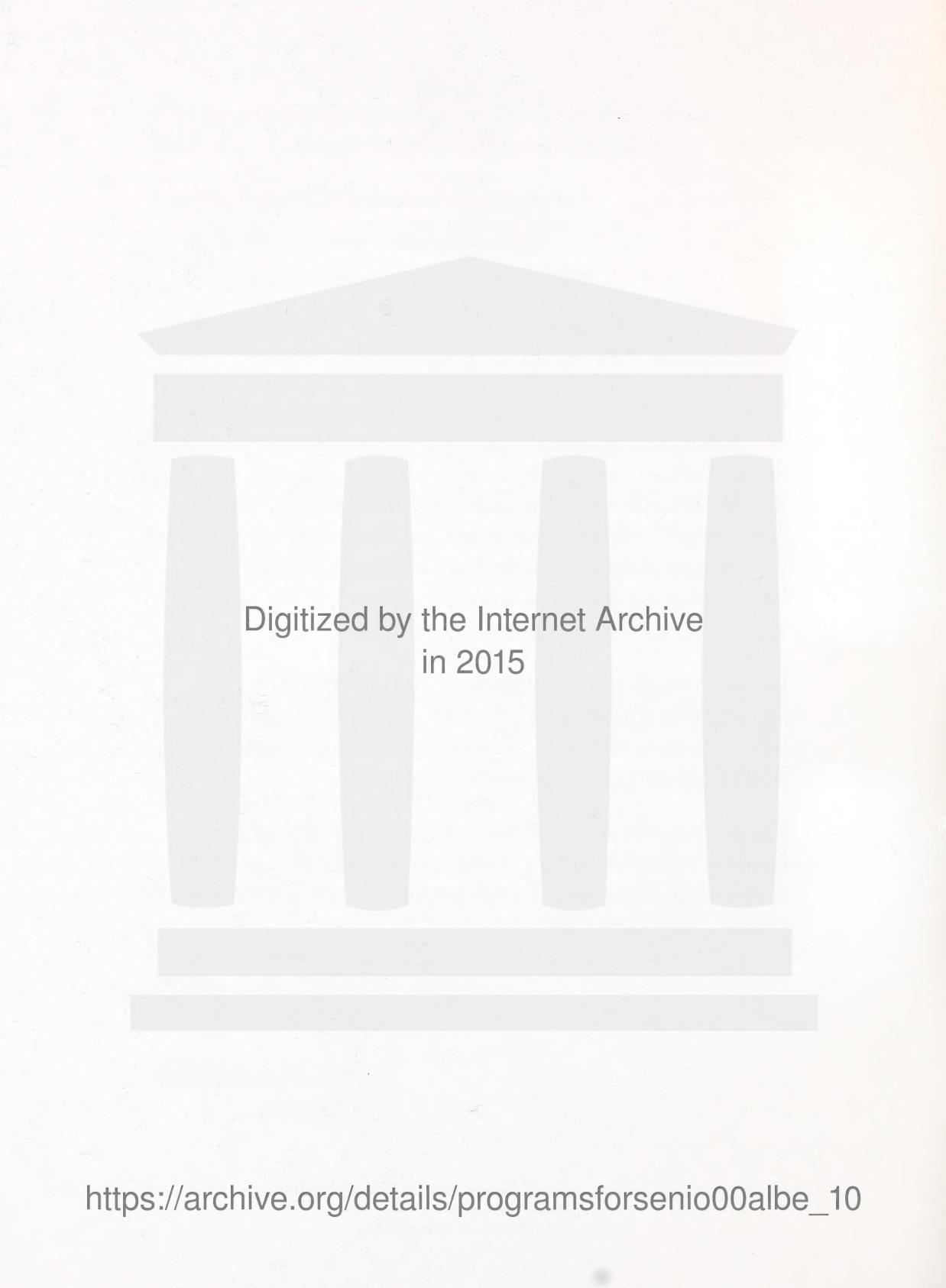
As the Minister Responsible for Seniors, it is my pleasure to introduce the 1998 edition of **Programs for Seniors**.

From the feedback that our government receives, it is evident that this book continues to be a valuable tool for understanding the support and services available to older Albertans. It is a tool that has been developed to clearly communicate provincial government program information to Alberta seniors and others who assist or help seniors. It also contains important information on federal programs for seniors as well as those available from selected agencies.

I want to thank the many agencies and government departments that have contributed to the compilation of information in this book. The contributions of these groups further enhances the usefulness of this resource.

I hope you will find this book informative and useful. The Government of Alberta is committed to providing programs and services that assist Alberta's seniors to maintain their quality of life in their community.

Shirley McClellan
Minister



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If you are a resident of Alberta and 65 or older you may be eligible for:

- Alberta Seniors Benefit. See page 7.
- Special Needs Assistance For Seniors. See page 11.
- Alberta Health Insurance Premium Subsidy. See page 9.
- Extended Health Benefits. See page 30.
- Alberta Blue Cross® Coverage For Seniors. See page 36.
- Old Age Security Pension. See page 15.
- Canada Pension Plan Retirement Benefits. See page 18.
- Guaranteed Income Supplement. See page 16.

SENIORS INFORMATION SERVICES

Alberta Community Development, Seniors Division, provides comprehensive information on programs and services available to seniors living in Alberta. This information service for seniors and their families or caregivers also provides referrals to government and non-government services and programs.

Detailed information and assistance is provided on the **Alberta Seniors Benefit** and the **Special Needs Assistance for Seniors** programs.

Information is available through a toll-free telephone line, through Seniors Service Centres located throughout the province, and through displays and presentations at various locations and events in Alberta.

Contact your Alberta Community Development Seniors Service Centre (open 8:15 a.m. to 4:30 p.m., Monday to Friday):

Calgary 297-8418
Suite 101
525 11 AVE SW
CALGARY AB T2R 0C9
Fax: 297-5751

Cochrane 932-2970
Main Floor, Provincial Building
213 1 ST W
COCHRANE AB T0L 0W0
Fax: 932-6017

Edmonton 427-7876
Main Floor,
Standard Life Centre
10405 JASPER AVE NW
EDMONTON AB T5J 4R7
Fax: 422-5954

Grande Prairie 538-5300
1601 Provincial Building
10320 99 ST
GRANDE PRAIRIE AB T8V 6J4
Fax: 538-5308

Lethbridge 381-5231
406 Administration Building
909 3 AVE N
LETHBRIDGE AB T1J 4C7
Fax: 329-8816

Medicine Hat 529-3156
203 Provincial Building
346 3 ST SE
MEDICINE HAT AB T1A 0G7
Fax: 526-8813

Red Deer 340-5115
6th Floor Provincial Building
4920 51 ST
RED DEER AB T4N 6K8
Fax: 340-5381

St. Paul 645-6353
3rd Floor Provincial Building
5025 49 AVE
ST PAUL AB T0A 3A4
Fax: 645-4760

Stony Plain 963-2281
Main Floor, Provincial Building
4709 44 AVE
STONY PLAIN AB T7Z 1N4
Fax: 963-7009

For information you may also telephone the **Seniors Information Line** 1-800-642-3853 (toll-free from any location in Alberta) or 427-7876 (in Edmonton).

You can contact any provincial government program by calling the Alberta Government "RITE" telephone service. To use this toll-free service from anywhere in Alberta, simply dial:

310-0000

and then enter the local, seven-digit number you need or dial zero for RITE operator assistance. If you do not have a touch-tone telephone, stay on the line and an operator will help you place your call.

RITE operators are available to answer your questions and direct your calls Monday to Friday, 8:00 a.m. to 6:00 p.m.

RITE is a province wide toll-free service. No long distance charges will apply.

Deaf or hearing impaired with TDD/TDY units call toll-free:

1-800-232-7215 (In Edmonton and area: 427-9999)

Provincial Government Programs

Alberta Seniors Benefit

The Alberta Seniors Benefit program, a provincial government benefit, is designed to help lower-income seniors. It is administered by Alberta Community Development.

If you are eligible for this program, you could receive:

- a cash payment and a full subsidy of your Alberta Health insurance premiums, or
- a full or partial subsidy of your Alberta Health insurance premiums.

The Alberta Seniors Benefit program is designed to meet the individual needs of seniors in a wide variety of circumstances. To find out how the program applies to your particular circumstances, or if you have more questions about this benefit, please contact program staff at the **Seniors Information Line**, toll-free at

1-800-642-3853 (427-7876 in Edmonton).

Eligibility. To be eligible for the Alberta Seniors Benefit you must:

- be 65 years of age or older
- be a resident of Alberta when you apply and have lived in Alberta for at least 3 months
- be a Canadian citizen or have been lawfully admitted into Canada for permanent residence
- have an income within the limits allowed by the program.

Cash Benefit. The maximum cash benefit is paid to the lowest income seniors, usually those whose only sources of income are Old Age Security and the maximum Guaranteed Income Supplement. See pages 15 and 16 for descriptions of these income support programs. The lower your income, the higher your cash benefit will be.

Under this program, a cash benefit is paid to you if you are eligible, and if your **non-deductible income*** is between the following amounts:

Single Senior \$0 to \$13,215

Senior Couple \$0 to \$17,466

- * The definition of non-deductible income is your total income with certain types of income such as Old Age Security and Guaranteed Income Supplement deducted. If you are a couple your incomes are added together.

The amount of the annual cash benefit is based on four factors:

- the category of accommodation you live in
- your marital status
- your income
- your eligibility for Old Age Security

Maximum annual cash benefits

Your marital status:	The category of accommodation you live in:	The maximum annual cash benefit:
Single	Regular renter	\$2,350
	Mobile home owner on rented land	\$2,150
	Home owner	\$1,800
	Subsidized and all other accommodation categories	\$1,370

Maximum annual cash benefits

Your marital status:	The category of accommodation you live in:	The maximum annual cash benefit:
Couple	Regular renter	\$3,500
	Mobile home owner on rented land	\$3,300
	Home owner	\$2,950
	Subsidized and all other accommodation categories	\$2,740

Alberta Health Insurance Premium Subsidy. If you are eligible for a cash benefit, your Alberta Health insurance premiums will be fully subsidized. However, some people who do not qualify for the cash benefit can still receive a full or partial subsidy for their Alberta Health insurance premiums.

Full premiums are \$408 per year for single seniors and \$816 per year for senior couples and families. If you must pay for all or part of your premium, you will be billed four times per year by Alberta Health.

The **non-deductible income** thresholds for the Alberta Health insurance premium subsidies are provided in the following table:

Alberta Health Insurance Premium Thresholds

Your marital status:	Full subsidy:	Partial Subsidy:
SINGLE	\$0 to \$18,105	\$18,105 to \$20,825
COUPLE	\$0 to \$27,210	\$27,210 to \$32,650

For more information about Alberta Health insurance premiums, please phone the **Seniors Information Line**, toll-free at 1-800-642-3853 (427-7876 in Edmonton).

Special Circumstances. If you are a senior couple and if one or both of you lives in a continuing care centre you may be eligible for special consideration that recognizes your unique needs.

Please advise Alberta Seniors Benefit staff when this special circumstance applies to you.

How to apply. If your date of birth is registered, but not validated, with Alberta Health, you will be sent a Proof of Age Questionnaire and an application package for the Alberta Seniors Benefit program two to three months before your 65th birthday.

If you do not receive an application package in the mail before your 65th birthday, please phone the **Seniors Information Line**, toll-free at

1-800-642-3853 (427-7876 in Edmonton).

Your application package will contain detailed instructions for completing the forms, and what information you need to attach to the completed application.

If you are eligible for the Alberta Seniors Benefit program and if you delay applying for a benefit after your 65th birthday, any back payments due to you, will paid to a maximum of up to three months.

This information will also be used to register you for Extended Health Benefits as described on page 30 and Alberta Blue Cross® benefits as described on page 36. If you are not eligible for the Alberta Seniors Benefit you must still return the Proof of Age Questionnaire in order to receive Extended Health Benefits and Alberta Blue Cross® benefits.

Appeal Process. If you have applied to the Alberta Seniors Benefit program and are unhappy with the decisions made on your file, or disagree with the amount of your benefit, please contact the Seniors Information Line for details on the appeal process.

Further Information. If you need application forms or if you would like more information on the Alberta Seniors Benefit program, the Special Needs Assistance for Seniors program or the appeal process, please phone:

The Seniors Information Line

1-800-642-3853 (toll-free) 427-7876 in Edmonton

You may also visit the Alberta Seniors Service Centres listed on pages 6 to 8 of this booklet.

You may write to Alberta Seniors Benefit at:

PO BOX 3100
EDMONTON AB T5J 4W3

Special Needs Assistance for Seniors

Special Needs Assistance for Seniors, a provincial government benefit, provides financial assistance through a lump-sum cash payment to seniors who are experiencing financial difficulties. To qualify for this assistance, eligible seniors need to show that they are unable to meet their non-discretionary, basic needs.

Basic needs. Special Needs Assistance for Seniors defines basic needs as those items we all need in our daily lives and include shelter, food, clothing, transportation, medical supplies, dental and optical needs, and personal hygiene supplies. Items that are not considered basic needs include vacations, gifts to family, and cosmetic home renovations such as re-decorating or landscaping.

Like the Alberta Seniors Benefit program, Special Needs Assistance for Seniors is income-based to ensure that assistance goes to those seniors most in need.

Eligibility. To be eligible for a Special Needs Assistance grant you must:

- have completed an application for the Alberta Seniors Benefit program
- be eligible for a cash benefit from the Alberta Seniors Benefit or a full or partial subsidy of your Alberta Health insurance premiums
- be eligible to receive the federal Old Age Security pension
- show you are unable to meet your basic needs.

Assistance available. In any given benefit year, you can apply for a lump-sum grant of up to a maximum of \$5,000. A benefit year runs from July 1 of one year to June 30 of the following year. The amount of a benefit will depend on the level of financial difficulty that is demonstrated on your application.

Before you apply for Special Needs Assistance for Seniors, be sure that you are getting all the benefits available to you from both federal and provincial assistance programs for seniors. These programs and services are described in this booklet.

How to apply. If you are having financial difficulties, you can apply by completing and submitting the Special Needs Assistance for Seniors application form. If you have not already done so, you will be asked to complete an application for the Alberta Seniors Benefit before your Special Needs Assistance for Seniors application is reviewed.

The application for Special Needs Assistance for Seniors includes a monthly budget form that is used to assist in processing your application. The application also gives you the chance to explain the difficulties you are having in meeting your basic needs.

Note: If you face a financial emergency that threatens your health or safety, call our toll-free number or your closest Alberta Community Development field office and your emergency will be dealt with quickly. All phone numbers are listed on pages 4 to 6.

Further Information. If you need application forms or if you would like more information on the Special Needs Assistance for Seniors program, please phone:

The Seniors Information Line
1-800-642-3853 (427-7876 in Edmonton)

You may also visit the Alberta Seniors Service Centres listed on pages 6 to 8 of this booklet.

You may write to Alberta Seniors Benefit at:

PO BOX 3100
EDMONTON AB T5J 4W3

Income Programs for Non-Seniors from the Provincial Government

Alberta Family and Social Services provides assistance to non-seniors with little or no income and in special circumstances under three programs:

Alberta Widows' Pension Program. The Alberta Widows' Pension Program provides financial assistance to widows or widowers age 55 through 64 who have little or no income.

Supports for Independence (Social Allowance). Supports for Independence is a welfare program that provides temporary financial assistance to Albertans in need.

Assured Income for the Severely Handicapped. The Assured Income for the Severely Handicapped (AISH) program will provide financial and medical benefits to you if you are an adult with a permanent disability that severely impairs your ability to earn a livelihood.

A monthly benefit called Modified AISH may be paid to you if you are disabled and living in a hospital, nursing home or other facility listed in the AISH regulations.

For further information on these programs, please contact the district offices of **Alberta Family and Social Services** (listed in local telephone directories under Government of Alberta) or:

Alberta Family and Social Services
Assured Income Programs
10030 107 ST NW
EDMONTON AB T5J 3E4

Federal Government Programs

The Government of Canada, through the Income Security Programs of Human Resources Development Canada, delivers Old Age Security, Guaranteed Income Supplement, Spouses' Allowances and Canada Pension Plan benefits.

When you call the offices of Human Resources Development Canada, you will be able to use an Interactive Voice Response system. This system will allow you to get basic information about the benefits and change your address by simply pushing buttons on your telephone. If you prefer you will also be able to speak directly to a staff member.

In all areas of the province, phone the Telecentre toll-free:

English: 1-800-277-9914

French: 1-800-277-9915

The federal government has offices in different areas of the province where you can obtain information about Old Age Security, Guaranteed Income Supplement, Spouse's Allowance and the Canada Pension Plan.

Income Security Programs offices are open 8:30 a.m. to 4:30 p.m., Monday to Friday:

Calgary
280 Harry Hays Building
220 4 AVE SE
CALGARY AB T2G 4X3

Edmonton
155 Canada Place
9700 JASPER AVE NW
EDMONTON AB T5J 4C2

Lethbridge
Canada Alberta Service Centre
East Entrance
200 5 AVE S
LETHBRIDGE AB T1J 4L1

Medicine Hat
Human Resource Centre
1001 KINGSWAY AVE SE
MEDICINE HAT AB T1A 2X7

Red Deer
First Red Deer Place
4911 51 ST
RED DEER AB T4N 6A1

To avoid a long wait at one of the offices, phoning for an appointment is recommended. Phones are very busy after the 20th of the month. If you need general information and wish to avoid long waits, please call early in the month and/or in the early or late part of the day.

You can make inquiries and book appointments by calling the Telecentre toll-free line at:

English: 1-800-277-9914

French: 1-800-277-9915

Old Age Security Pension

To be eligible for the Old Age Security pension, a federal government benefit, you must:

- be at least age 65 (you do not have to be retired)

- be a legal resident of Canada
- have lived a minimum of 10 years in Canada.

The monthly payment, as of October 1997, is \$406.34. Payments increase in January, April, July and October of each year if there is an increase in the cost-of-living. Your first cheque is payable the month following your 65th birthday. If you do not apply for the pension until after your 65th birthday, any back payments due to you, up to a maximum of twelve months, will be included in your first pension cheque.

You must apply for this pension. If possible, send in your application six months before your 65th birthday. Application forms are available at any Income Security Programs office or by phoning the Telecentre toll-free number at:

English: 1-800-277-9914

French: 1-800-277-9915

Guaranteed Income Supplement

The Guaranteed Income Supplement, a federal government benefit, is available to seniors who receive the Old Age Security pension and have little or no other income.

Your eligibility for this supplement and the amount of the supplement that you will receive, depend on:

- your marital status - single, including widowed or divorced, or married, including common-law; and
- your total family income in the previous calendar year. If you are married or living common-law the income of your spouse is included.

As of October 1997, the maximum amount of the supplement is:

- single: \$482.89 per month
- married: \$314.54 for each spouse over the age of 65 per month.

The Guaranteed Income Supplement is added to the federal Old Age Security cheque each month.

If the cost-of-living goes up, the Guaranteed Income Supplement goes up in January, April, July and October.

Applications for the Guaranteed Income Supplement are available from the Telecentre at:

English: 1-800-277-9914

French: 1-800-277-9915

You must reapply each year. If you have been receiving this supplement, application forms will be sent out to you in January of each year. In order to receive the supplement for the coming year, which begins in April, you should return the completed forms before March 31.

Spouse's Allowances

The Spouse's Allowance, a federal government benefit, is paid to spouses of seniors who are receiving the Guaranteed Income Supplement. A common-law relationship may be recognized.

To be eligible you must:

- be age 60 through 64 (proof of age is required)
- have lived in Canada at least 10 years before you apply. If you were born outside of Canada, you must have proof of legal status as well as proof of age.

The amount of the Spouse's Allowance depends on a couple's combined income in the previous calendar year. Effective October 1997, the maximum payment is \$720.88 a month. Payments are increased in January, April, July and October each year if there is an increase in the cost-of-living.

People who are eligible for this federal government allowance should apply six months before their 60th birthday. This allowance continues until age 65 even if the spouse who was

receiving Old Age Security dies. In this case, the amount of the allowance is based on the income of the surviving spouse.

To obtain application forms, call the Telecentre toll-free, at:

English: 1-800-277-9914

French: 1-800-277-9915

You must reapply each year. If you have been receiving this supplement, application forms will be sent out to you in January of each year. In order to receive the supplement for the coming year, which begins in April, you should return the completed forms before March 31.

There is a **Widowed Spouse's Allowance** that is available to widows or widowers of a legal or common-law marriage who have little or no other income and who are age 60 to 64.

The amount of the Widowed Spouse's Allowance depends on your income in the previous calendar year. Effective October 1997, the maximum Widowed Spouse's Allowance is \$795.86 a month.

Canada Pension Plan

You contribute to the Canada Pension Plan, which is administered by the federal government, through self-employment or your place of employment. There are three kinds of Canada Pension Plan benefits:

- **retirement pension** - a monthly payment to people who have contributed to the Canada Pension Plan
- **survivor benefits** - includes a death benefit, the surviving spouse's pension and the orphan's benefit
- **disability benefits** - includes pensions for disabled contributors and benefits for their dependant children.

To obtain information and application forms, call the Income Security Programs Telecentre toll-free, at :

English: 1-800-277-9914

French: 1-800-277-9915

Retirement pension. You may be eligible for retirement benefits if you have paid into the plan for at least one year. You can apply for your retirement pension as early as age 60 or as late as age 70.

If possible, submit your application six months before you wish the pension to begin. If you are eligible for both the Old Age Security Pension and Canada Pension Plan, you may apply for both at the same time.

Spouses in an ongoing relationship can apply to share their Canada Pension Plan retirement pension payments. Even if only one of you has been a contributor to the Canada Pension Plan, that one pension can still be shared. Both of you must be at least age 60 and both of you must have applied for any Canada Pension Plan retirement pension to which you may be entitled.

You do not have to cease employment to receive the retirement pension at the age of 65. If you continue working after the age of 65 while receiving this pension, be sure to inform your employer, who will discontinue contribution deductions. You cannot continue to contribute to the plan once you are receiving your pension.

Survivor benefits. Canada Pension Plan survivor benefits are paid to the estate of a deceased contributor, to a surviving spouse and to dependant children. For your survivors to be eligible, you must have made contributions to the Canada Pension Plan for at least three years. There are three types of benefits:

- **the death benefit** is a one-time payment to, or on behalf of, the estate of a deceased Canada Pension Plan contributor.

- the surviving spouse's pension is a monthly pension paid to the surviving spouse of a deceased contributor.
- the orphan's benefit is a monthly benefit for dependant children of a deceased contributor.

To obtain information and application forms, call the Income Security Programs Telecentre toll-free, at:

English: 1-800-277-9914

French: 1-800-277-9915

Disability benefits. Canada Pension Plan pays a monthly pension to people who are under the age of 65, who have contributed to the Plan and who are disabled according to Canada Pension Plan rules.

Pension credit splitting after a divorce. When a legal marriage or common-law relationship ends in divorce or separation, Canada Pension Plan credits can be divided between the spouses. Your divorce must have occurred after January 1, 1987.

Canada Pension Plan benefit rates. The amount of the pension depends on your wages when employed, the number of years you were employed, and the age you begin to receive the pension payments. Benefits include:

Canada Pension Plan 1997 Maximum Benefit Rates

Monthly retirement pension at age 65	\$736.81
One-time death benefit	\$3,580.00

For further information on Federal Income Security Programs phone the Telecentre toll-free from all areas in the province:

English: 1-800-277-9914

French: 1-800-277-9915

Veterans Affairs Canada

Benefits are available to Canadian war veterans and their dependants. These benefits may also be available to other groups that were in a theatre of action such as Merchant Navy and Special Duty Areas.

Benefits include: War Veterans Allowance; War Disability Pensions; certain hospital and medical expenses; assistance with the cost of eyeglasses and dental care; prosthetic and surgical or medical supplies; counselling services; and assistance that helps qualified veterans remain in their homes and communities for as long as possible. For further information, see Veterans Independence Program on page 54. Funeral and burial grants to eligible veterans are also available.

For information, contact **Veterans Affairs Canada** at:

Calgary 292-4048
104 Sam Livingston Building
510 12 AVE SW
CALGARY AB T2R 0X5

Edmonton 495-3762
940 Canada Place
9700 JASPER AVE NW
EDMONTON AB T5J 4C3

Toll-free for people living outside these centres:

1-800-866-1240

GST Credit

The Goods and Services Tax Credit is designed to offset the cost of the GST for families and individuals with lower incomes.

To apply, you must file a tax return and complete the Goods and Services Tax Credit information on page 1 of your tax return. If you are eligible, you will receive payments in July, October, January and April. If your total tax credits are less than \$100, you will receive the full amount in one payment. Only one member of each family unit is eligible to apply.

For information about the GST credit, contact Revenue Canada at:

Calgary 221-8903
Edmonton 495-3500

Outside of Edmonton and Calgary:

North of Lacombe 1-800-668-7436
Lacombe and South 1-800-472-9702

Your Personal Information

Personal information that you provide to the Government of Alberta is protected under the **Freedom of Information and Protection of Privacy Act**. This Act prevents others from accessing your personal information without your consent and ensures that it is protected from unauthorized collection, use or disclosure.

You have the right to see or have copies of any information about you that is in any provincial government record or in the control or custody of the provincial government.

If you believe that the information that a public body has about you is misleading or incorrect, you can submit a written request for a correction. Forms are available to help you.

For information you can contact the Freedom of Information and Privacy Coordinator for the public body holding the information you want. You can phone the Government of Alberta RITE operator at 310-0000 for assistance. Forms to request correction of personal information are available through your local library.

Alberta Health

Registering for Seniors Benefits and Premium subsidies.

Alberta Health provides coverage for basic medical and hospital services. All residents of Alberta must be registered with Alberta Health and in most cases pay premiums. You may be eligible for assistance with Alberta Health premiums through the Alberta Seniors Benefit program, see page 7.

If your date of birth has not been validated, with Alberta Health, you will be sent a Proof of Age Questionnaire and an application package for the Alberta Seniors Benefit program two to three months before your 65th birthday.

If you are not eligible for the Alberta Seniors Benefit you must still return the Proof of Age Questionnaire included in the application package in order to receive Extended Health Benefits and Alberta Blue Cross® benefits.

For more information, contact **Alberta Health**:

By telephone:

297-6411 (Calgary) 427-1432 (Edmonton)

In all other areas of the province you can call toll-free through the Government of Alberta RITE. Dial 310-0000 and enter 427-1432 if you have a touch-tone phone. If you have a rotary telephone, dial 310-0000, wait for the operator to answer and ask to be connected to 427-1432.

By mail:

Alberta Health
PO BOX 1360
EDMONTON AB T5J 2N3

In person:

Calgary: (until January 31, 1998)
703 6 AVE SW
CALGARY AB

Effective February 2, 1998:

727 7 AVE SW
CALGARY AB

Edmonton:

10025 JASPER AVE NW
EDMONTON AB

Office hours are 8:15 a.m. to 4:30 p.m., Monday to Friday.

Note: When calling or writing, please give your personal health number.

Basic Health Coverage

Basic coverage includes:

- medically required services of physicians and osteopaths according to an approved benefit schedule.
- specific oral and facial surgical procedures performed by an oral surgeon according to an approved benefit schedule. Additional dental coverage is available for seniors and their dependants. See Extended Health Benefits program, page 30.
- some chiropractic services. Benefits are limited for each service and the maximum payable per benefit year* is \$200.
- some foot care services provided by a podiatrist. Benefits are limited for each service and the maximum payable per benefit year* is \$250.
- limited coverage for out-of-province physical therapy services provided in an out-of-province/out-of-country active treatment general or auxiliary hospital.
- operator's licence medical examinations for people 74½ years and over.

- a full eye exam (prescription for the fitting of corrective lenses), a partial eye exam (including two or more diagnostic procedures), and a single diagnostic service for persons 18 and under or 65 and over. Each of the three eye care benefits is allowed once per benefit year*. Additional benefits may be payable in some cases. Your service provider can give you details. Eyeglass benefits are also available under the Extended Health Benefits program. See page 30.

Note: In-province physical therapy services on the basis of assessed need are the responsibility of the Regional Health Authorities through their Community Rehabilitation Program. Please contact your local Regional Health Authority for more information. See pages 49 to 51 for addresses and phone numbers.

* Alberta Health's benefit year is from July 1 of one year to June 30 of the following year.

Extra Billing. Extra billing is not permitted for any basic health service, oral surgery or optometric service that is covered by Alberta Health. However, not all services provided by physicians, oral surgeons or optometrists are insured through Alberta Health. You can expect to pay the full fee for uninsured services, and should be informed of this fact before the service is delivered.

Alberta chiropractors and podiatrists are allowed to extra bill the patient. Insurance agencies providing supplementary health insurance for basic health services provided in Alberta can cover extra charges only after Alberta Health's annual limits have been reached.

Hospital Services. When you are registered with Alberta Health and are admitted to an acute care hospital in Alberta for medically required services, you will receive standard ward care, meals, nursing and other services without charge while you are a patient in the hospital.

Other services may include:

- outpatient services
- laboratory and X-ray services
- clinically approved drugs and basic medical supplies while in hospital
- operating and case room facilities
- use of anaesthetic equipment, supplies and routine surgical supplies
- radiotherapy and physiotherapy facilities
- ambulance services if a patient is transferred between active treatment hospitals for a particular service offered at another hospital
- other approved services rendered by employees of a hospital.

If you request a private or semi-private hospital room, you will be required to pay a room charge, which is determined by individual hospitals. As a senior, even with Alberta Blue Cross® coverage, you will have to pay for private or semi-private hospital rooms unless the physician indicates it is medically required. You may be able to purchase coverage for these charges from some private insurers.

For more information about coverage for hospital services, contact your Regional Health Authority, see pages 49 to 51 for addresses and phone numbers.

Temporary Absence from Alberta. If you expect to be out of the province for six months or longer or if you regularly spend extended periods out of Alberta, please let Alberta Health know your expected dates of departure and return, and the reason for your absence. This will ensure continuity of your health care coverage.

If you take an extended vacation, your coverage continues for up to 12 months from your date of departure, provided you intend to return to live permanently in Alberta. However, if

you routinely spend part of every year outside of Alberta, you must be present in Alberta for more than six months each year to remain eligible for Alberta Health coverage.

You should contact Alberta Health:

- if the expected time of your return is delayed
- if what was originally planned as a short absence is extended to six months or more
- when you return to Alberta.

These steps will ensure you have continuous coverage.

Always carry your personal health card. Your personal health card shows that you are registered with Alberta Health. Carry it when you travel within and outside Canada.

Travelling within Canada. The services Alberta Health Care Insurance Plan pays for in Alberta are also covered when provided in another province of Canada. Costs of health services received outside Alberta vary.

There is an agreement among all provinces, except Quebec, allowing Alberta to pay physicians in other provinces at their own provincial rates for medically required services provided to Alberta residents. Any services not included in this agreement, but still covered by Alberta Health, are paid at Alberta rates.

Physicians do have the option of billing you directly. If this happens, please ask for a detailed receipt and proof of payment to submit to Alberta Health for reimbursement.

There is also an agreement among provinces, including Quebec, for medically required hospital services. Alberta Health pays for standard ward rates only.

Services covered under these agreements are billed automatically through provincial medical plans if you present a personal health card.

Generally, you will be asked to pay, at the time of service, for services provided outside of Alberta by other service providers such as chiropractors, optometrists and podiatrists. You can then submit a claim to Alberta Health for reimbursement. Claims will be paid according to Alberta legislation.

There is a possibility of costs beyond what Alberta Health pays. For example, private and semi-private hospital rooms or ambulance services are not covered. Also, service providers may charge fees in excess of those covered by Alberta Health. For this reason, you may want to consider purchasing supplementary health coverage from a private insurer.

Extended Health Benefits and Alberta Blue Cross® Coverage for Seniors benefits are not provided for services received in other provinces.

Travelling Outside Canada. Your coverage with Alberta Health entitles you to the same insured services as those covered in Alberta. The maximum amount paid by Alberta Health for out-of-country services is based on the rates an Alberta service provider would be paid for the same or similar services.

Benefits for medically required hospital services are payable only when provided in active treatment or auxiliary hospitals. Alberta Health pays a maximum of \$100 (Canadian funds) a day for inpatient hospital services. Alberta Health does not pay for the day you are discharged.

The maximum payable for routine outpatient and emergency services is \$50 (Canadian funds) per visit. These hospital rates include all associated costs such as X-rays, laboratory work, medical supplies, nursing services, and so on.

Since coverage is subject to change, it is advisable to obtain an Alberta Health brochure **before** you leave the country. Seniors receive some additional coverage for out-of-country hospital services through Alberta Blue Cross®. See page 36.

Albertans must have prior approval from Alberta Health to receive any coverage for out-of-province treatment of drug and alcohol abuse, eating disorders and other addictive behaviour disorders. Contact Alberta Health at the numbers provided on page 23 if you need more information about this coverage.

Medical and hospital costs in many countries run much higher than in Canada. You are responsible for paying the difference in cost which may be hundreds or thousands of dollars, particularly if hospitalization is required.

It is recommended that you purchase extra health coverage prior to travelling out-of-country. Extra health insurance coverage for travelling outside Canada is available from Alberta Blue Cross®, private insurance companies, brokers, financial advisors and travel agencies. Be aware that there are variances in private insurance. Some companies will not cover a pre-existing medical condition. You should check around to find the coverage that best meets your needs.

You should purchase additional health insurance for all trips outside of Canada, even for short trips such as a one-day trip to the United States.

Submitting Claims to Alberta Health for Services Received Outside of Alberta. If, while outside of Alberta, you are asked to pay directly for services that are covered by Alberta Health, you can submit a claim for reimbursement. Your claim must be received by Alberta Health within 365 days of the date of the health care service. Benefits will be paid in Canadian funds according to Alberta approved benefit schedules. You will be responsible for payment for any costs not covered by Alberta Health.

Information required by Alberta Health. All claims submitted to Alberta Health must include:

- patient's full name, address and postal code
- patient's personal health number

- service provider's and hospital's full name, address, and postal code
- date(s) of service
- location where service was provided, for example the location of the hospital
- diagnosis and itemized list of treatment provided
- fee charged for each service
- information about other insurance coverage, if applicable
- receipt, if bill has been paid in full.

The Extended Health Benefits Program

The Extended Health Benefits program helps seniors pay for eyeglasses and some dental services. The Extended Health Benefits program covers Alberta residents 65 years of age and over, their spouses and eligible dependants. An eligible dependant will appear on your Alberta Health account.

Note: There are both financial and time limits that apply to the Extended Health Benefits program.

The Extended Health Benefits program does not provide 100 percent coverage for services provided by dentists, denturists, optometrists and opticians, nor does it cover all of the services provided by these service providers. You are responsible for any part of the cost of these services not covered by the Extended Health Benefits program. Before purchasing eyeglasses or proceeding with dental care, for example being fitted for new dentures, find out what you are entitled to under the Extended Health Benefits program.

First, contact Alberta Health to ensure you have benefits available to you. See pages 23 and 24 for address and phone numbers. Some benefit frequency limits apply.

Then, ask the service provider ahead of time:

- how much you will have to pay for the difference between the service provider's bill and what Alberta Health pays?
- what payment methods, such as cheque or credit card, are accepted?
- do you pay the service provider directly?
- do you pay some or all of the cost?

Note: If you pay the service provider directly, the service provider must submit your claim to Alberta Health on your behalf.

Eyewear. Extended Health Benefits will pay one of the following amounts toward your eyeglasses once every three years.

Eyeglasses	Lenses & Frames	Lenses Only	
		One	Two
Single Vision	\$57.50	\$13.50	\$27.00
Bifocals	\$77.50	\$23.50	\$47.00
Trifocals	\$93.50	\$31.50	\$63.00

Rather than purchasing bifocals you may apply the bifocal benefit toward the purchase of one pair of distance glasses for near-sightedness, and one pair of reading glasses for far-sightedness. These must be purchased at the same time.

If you prefer, you can keep your frames and replace one or both lenses instead of buying a complete lenses and frame package.

Note: Regardless of your choice, you will be entitled to only one eyeglass benefit per three year period. If both lenses need to be replaced, they have to be replaced at the same time.

Coverage does not include:

- replacing damaged or lost glasses, when the program has already paid for a benefit in the three-year period. When purchasing your eyeglasses, ask about purchasing the warranties that many opticians and optometrists provide.
- frames only or repairing damaged frames
- contact lenses
- lenses following eye surgery, if the program has already paid a benefit in the current three-year benefit period.

Eligibility. Seniors can access eyeglass benefits once during a set three-year benefit period. The current period ends December 31, 1997. The next period runs from January 1, 1998, to December 31, 2000, and so on. All seniors are eligible for eyeglass benefits from the start of each new period.

For example: You may purchase and claim your eyeglasses at any time during the three-year period. On January 1, 1998, all seniors are again eligible for new eyeglass benefits.

Fees charged by opticians and optometrists can vary. Any charges in excess of the Extended Health Benefits coverage are your responsibility.

If you are dissatisfied with your eyeglasses, first deal directly with your optician or optometrist to discuss the problem and the adjustments required. If you continue to have problems, you can contact:

For services provided by an optometrist:

Alberta Association of Optometrists . . . 451-6824
Suite 902
11830 KINGSWAY AVE NW
EDMONTON AB T5G 0X5

For services provided by an optician:

Alberta Opticians Association 429-2694
Suite 305
10665 JASPER AVE NW
EDMONTON AB T5J 3S9

Dental. The Extended Health Benefits program covers a portion of the cost of dental services. Before you have dental work done, discuss with your service provider what types of dental services the program covers and what portion Extended Health Benefits pays.

Extended Health Benefits will pay a portion of the cost of the following dental services:

- examinations
- X-rays
- restorations (fillings)
- extractions
- standard complete dentures
- root canals
- periodontal preventative treatment (cleaning below the gumline)
- standard partial dentures

Coverage does not include services such as:

- bridges
- crowns
- fluoride treatment
- teeth bleaching
- prophylaxis (tooth cleaning and polishing)
- orthodontics
- gold inlays.

Fees charged by dental service providers can vary. Dental charges in excess of the Extended Health Benefits coverage are your responsibility.

Some examples of what you can expect Extended Health Benefits to pay:

<u>SERVICE</u>	Service provider may charge approximately:	Extended Health Benefits pays:
complete oral exam	\$55.56	\$20.84
X-ray (one)	\$14.79	\$5.55
cleaning below the gumline, ½hr.	\$74.08	\$27.78
complete standard upper denture	\$656.72	\$246.27
partial standard lower denture	\$253.78	\$95.17

If your dentures do not seem to fit, ask your dentist or denturist to make adjustments. Adjustments and post-insertion care they provide within a three-month period of the original insert are included with the purchase of most dentures. You should discuss this with your dentist or denturist before ordering dentures.

The following frequency limitations apply to dentures:

- a complete standard* denture for each upper and lower arch, once every five years
- a standard* partial denture on each upper and lower arch, once every five years
- one reline per plate, once every two years.

* Rates paid are for standard dentures. However, the amount paid by Extended Health Benefits may be applied toward more costly dentures.

Note: The time periods for dentures or relines are measured from the last date the denture or reline was received.

The five year limit does not apply in cases where a partial denture is replaced by a complete upper or lower denture.

If you are dissatisfied with dental work, first discuss problems and adjustments with your dentist or denturist directly. If you continue to have problems, you can contact:

For services provided by a dentist:

Alberta Dental Association 432-1012
Suite 101
8230 105 ST NW
EDMONTON AB T6E 5H9

For services provided by a denturist:

Alberta Denturist Society 429-2330
1240 Scotia Place
10060 JASPER AVE NW
EDMONTON AB T5J 3R8

Your Claims History. It can be difficult to keep track of your last date of service, but Alberta Health staff can easily give you that information. Call or write to check exactly what Extended Health Benefits coverage you are entitled to.

Copies of Benefit Statements. Upon request, Alberta Health will send you, at no charge, a statement that shows what services and benefits have been paid on your behalf. This **Statement of Benefits** will include information for the most recently completed benefit year plus information from the current benefit year. You can obtain a **Statement of Benefits** for the current benefit year at no charge. A fee is charged for the statement of benefits for previous years.

For more information contact:

Alberta Health Customer Services:

Calgary 297-6411
Edmonton 427-1432

In all other areas of the province you can call toll-free through the Government of Alberta RITE. Dial 310-0000 and enter 427-1432 if you have a touch-tone phone. If you have a rotary telephone, dial 310-0000, wait for the operator to answer and ask to be connected to 427-1432.

Or write to Alberta Health at:

PO BOX 1360
EDMONTON AB T5J 2N3

Note: When calling or writing, please give your personal health number.

Alberta Blue Cross®

Alberta Health offers extra coverage through Alberta Blue Cross® **Coverage for Seniors**. The provincial government pays the cost of premiums for all Alberta seniors, their spouses and eligible dependants. **Coverage for Seniors** starts the first month after you turn 65.

After you are registered with Alberta Health for seniors' benefits, you will receive an Alberta Blue Cross card. To receive **Coverage for Seniors**, you must show your card.

Alberta Blue Cross **Coverage for Seniors** uses the same benefit year as Alberta Health. The benefit year is from July 1 of one year to June 30 of the following year. During one benefit year, **Coverage for Seniors** will provide a maximum of \$25,000 in benefits per person. The \$25,000 maximum does not include hospital charges.

Alberta Blue Cross **Coverage for Seniors** pays for:

- **Drugs.** 70 percent of the cost of prescription drugs, including insulin. You pay the other 30 percent, up to a \$25 maximum per prescription or refill. The pharmacy bills Alberta Blue Cross® directly, so your only out-of-pocket expense is the 30 percent. **Coverage for Seniors** only covers prescription drugs listed in the **Alberta Health Drug Benefit List**.

Note: If an interchangeable drug product is available, **Coverage for Seniors** will pay the least-cost alternative price.

The maximum prescription is a 100-day supply. A pharmacist cannot dispense a larger quantity without authorization from Alberta Blue Cross. If you plan to travel outside Alberta and need medication for more than 100 days, talk to your pharmacist at least two weeks before your departure. This will give your pharmacist enough time to obtain authorization.

- **Ambulance services** for transportation to or from a public, general, active treatment hospital. You must be ill or injured and transported in a ground vehicle licensed under the **Ambulance Services Act and Regulations**. **Coverage for Seniors** will pay up to the maximum rate set by Alberta Health.
- **Hospital in-patient costs outside of Canada.** Up to \$100 per day for hospital charges in a public, general, active treatment hospital located outside Canada, after all government credits have been applied. Additional travel insurance is recommended.
- **Hospital out-patient costs outside of Canada.** Hospital out-patient charges at a public, general, active treatment hospital located outside Canada, after all government credits have been applied.

For the following services, you pay the bill, then submit the receipt to Alberta Blue Cross for reimbursement:

- **Clinical psychological services** (up to annual program maximums)
- **Home nursing care** (up to annual program maximums)
- **Appliances.** On written order of a physician, the purchase or repair of:
 - artificial eyes
 - artificial limbs except myoelectric-controlled prostheses

- permanent braces included on the approved Prosthetic and Orthotic Benefit List (up to maximum amounts shown on the list)
- mastectomy prostheses — 50 percent of the usual charge. Supporting brassieres are not covered by Alberta Blue Cross.
- **Accidental dental care.** Usual charges for the repair or extraction of natural teeth damaged by a direct, accidental external blow.

Coverage for Seniors is not the same as an Alberta Blue Cross employer plan. Some employer plans offer benefits not covered by **Coverage for Seniors**.

Alberta Blue Cross has **Seniors Plus** plans that complement existing government sponsored health benefit plans. For more information about the **Seniors Plus** plans and their premiums, please contact Alberta Blue Cross.

Alberta Blue Cross offices:

Calgary	234-9666
Main Floor	
715 5 AVE SW	
CALGARY AB T2P 2X6	
Edmonton	498-8000
10009 108 ST NW	
EDMONTON AB T5J 3C5	
Fort McMurray	790-3390
14 Morrison Centre	
9914 MORRISON ST	
FORT MCMURRAY AB T9H 4A4	
Grande Prairie	532-3505
Suite 101A	
10712 100 ST	
GRANDE PRAIRIE AB T8V 3X8	

Lethbridge 328-1785
470 Chancery Court
220 4 ST S
LETHBRIDGE AB T1J 4J7

Medicine Hat 529-5553
21, 419 3 ST SE
MEDICINE HAT AB T1A OG9

Red Deer 343-7009
152 Riverside Office Plaza
4919 59 ST
RED DEER AB T4N 6C9

The toll-free line for people living outside these centres is:

1-800-661-6995

Regional Health Authority Services

A wide variety of community programs and services are offered through the Regional Health Authorities. For information on the locations and the range of programs and services available, contact the Regional Health Authority for your area. Phone numbers and addresses for each Regional Health Authority are on pages 49 to 51.

Public Health Services

Public health services are available to all Albertans through the Regional Health Authorities. Services provided may include:

- immunization against diseases such as influenza (flu)
- health education and counselling
- nutrition information
- dental hygiene education
- sexual health education and counselling
- speech-language pathology services

For information about public health services in your area, contact your local Regional Health Authority. See pages 49 to 51 for phone numbers and addresses.

Alberta Aids to Daily Living

The Alberta Aids to Daily Living Program, in cooperation with authorizers and suppliers, assists individuals who have a chronic disability or illness, and individuals who are terminally ill. Authorizers are health professionals located in your Regional Health Authority.

Alberta Aids to Daily Living helps individuals to secure certain basic medical equipment and supplies necessary for more independent functioning.

Assistance involves subsidizing the costs of the medical equipment and supplies authorized for the individual. A wide range of benefits are available, including hearing aids, medical/surgical supplies, rehabilitation and/or respiratory equipment.

Cost Sharing. Alberta Aids to Daily Living is a cost-share program. You must pay 25 percent of the cost of the benefits to a maximum of \$500 per family per benefit year. A benefit year is from July 1 of one year to June 30 of the following year. Some benefits may be upgraded to a more expensive item but you are responsible for paying the additional amount.

Cost Sharing Exemption. You may be exempt from cost sharing if you have a limited income. Call your Regional Health Authority or Alberta Aids to Daily Living to locate an Alberta Aids to Daily Living authorizer and to request an application for full benefit assistance.

If you are exempt from cost sharing, Alberta Aids to Daily Living will issue to you a **Core Technical Supports Card**. You must show the card to your authorizer and supplier. This card tells the authorizer and supplier that you are exempt from cost sharing for your approved benefits. If you choose an upgraded item you are responsible for paying for the additional amount.

Only certain medical and surgical supplies and equipment are provided. To ensure coverage, you must obtain an authorization form before you contact a supplier. Alberta Aids to Daily Living will not reimburse you for items purchased before registered Program authorizers have conducted their assessment.

Exception: To obtain custom-made orthopaedic shoes you may take a prescription from your medical doctor to a specialty shoemaker or orthotist registered with the Alberta Aids to Daily Living Program.

Note: Alberta Aids to Daily Living does not provide artificial eyes, artificial limbs and braces for seniors. These benefits are provided to seniors through Alberta Blue Cross® Coverage for Seniors program. See page 36.

Special diets and diet supplements are not covered by the program.

Hearing Aids. If your hearing problems cannot be corrected by medical or surgical treatment, you may want to consider a hearing aid. Hearing aids are provided to seniors and their dependants.

The program has the following limitations:

- seniors are eligible for one hearing aid every five years
- replacement of batteries is always at your own cost
- Alberta Aids to Daily Living will assist with the invoice cost of factory repairs once per benefit year after the twelve month warranty period expires
- minor servicing and dealer fees are at your own cost
- hearing aids that are lost, stolen or damaged due to misuse are not replaced by Alberta Aids to Daily Living. You are advised to arrange for insurance to cover loss of hearing aids.

After a five-year period, if your hearing aid is no longer serviceable or your hearing impairment has changed, Alberta Aids to Daily Living may approve a replacement aid. Your supplier can explain the hearing aid replacement procedure.

Note: All hearing aid/repair benefits are subject to cost-sharing.

Medical or Surgical Supplies and Rehabilitation or Respiratory Equipment. Certain supplies and equipment are supplied to eligible people who are chronically disabled and to individuals who are terminally ill. If you require medical or surgical supplies or rehabilitation equipment, you must see an Alberta Aids to Daily Living authorizer. An authorizer will assess your need for equipment or supplies and complete an authorization form to order them. Some items may require a physician's prescription. Please contact your Regional Health Authority to locate an Alberta Aids to Daily Living authorizer. See pages 49 to 51 for addresses and phone numbers of your Regional Health Authority.

Benefits include:

- ostomy supplies
- incontinence and catheter supplies
- some basic dressings
- certain respiratory equipment and related services
- oxygen for clients with chronic low blood oxygen levels
- mobility aids such as walkers, wheelchairs and wheelchair accessories
- bathing and toileting aids such as bath seats, patient lifters, and commodes
- back and hernia support items
- graduated pressure garments
- shoe raises
- custom-made orthopaedic shoes for people with bony foot deformities. Off-the-shelf shoes and arch supports are not provided.

Program authorizers have complete lists of all items provided. How often you can receive an item is based on medical need, not entitlement.

For information, contact your Regional Health Authority or:

Alberta Aids to Daily Living 427-0731

In all other areas of the province you can call toll-free through the Government of Alberta RITE. Dial 310-0000 and enter 427-0731 if you have a touch-tone phone. If you have a rotary telephone, dial 310-0000, wait for the operator to answer and ask to be connected to 427-0731.

Home Care

Home Care is available to people of all ages through your Regional Health Authority. Home Care, which is available when you become a resident of Alberta, provides a range of professional health and support services if you are not able to function independently. Home Care services are based on your needs as assessed by a Home Care worker.

Home Care helps you stay as healthy and independent as possible. Health services include case coordination, nursing, physiotherapy, occupational therapy, respiratory therapy, social work and nutrition services. There is no charge for professional services.

Home Care may also provide support services, which include personal care assistance and homemaking. There is no charge for personal care services such as grooming and bathing. There may be a fee for services such as homemaking and housekeeping. If you receive the Guaranteed Income Supplement, Widows' Pension, Supports for Independence or Assured Income for the Severely Handicapped, you may be eligible to receive all services, including home support services, from Home Care free of charge.

Home Care will accept referrals from any source, including individuals, family members, friends and doctors. To identify the services needed, Home Care staff will visit your home to discuss your situation.

If you need help that Home Care cannot provide directly, Home Care staff will help to find the needed services. If you and the Home Care staff decide you need to move to a continuing care centre, they will help you find the appropriate centre. For information about Home Care, contact your local Regional Health Authority. See pages 49 to 51 for phone numbers and addresses.

Day Support Programs and Day Hospitals

Day support programs are group programs, which individuals may attend on a daily basis. They are intended for people who are frail and/or disabled and who need health maintenance, rehabilitation and social or recreational activities. The programs take place in a variety of settings.

Day hospitals are for people who require specialized assessment, treatment and rehabilitation services as an alternative to admission to an acute care hospital. Individual care plans are developed. These programs may be available through acute care programs and auxiliary hospitals.

To find out if there is a day support program or a day hospital in your community, call your local Regional Health Authority.

Continuing Care Centres

In Alberta, continuing care centres (nursing homes and auxiliary hospitals) provide room and board and a range of care services, from personal care with nursing supervision to skilled medical and nursing care. These centres vary in size and are located throughout the province.

Residents are responsible for the following accommodation charges:

- \$24.75 a day for standard accommodation
- \$26.25 a day for semi-private accommodation
- \$28.60 a day for single, private accommodation.

The province pays for all care costs based on individual need assessments.

If you are a low income, married senior who receives Guaranteed Income Supplement, see page 16 and/or Alberta Seniors Benefit, see page 7, and if you or your spouse enters a continuing care centre for more than six months, you may be eligible for increased income support. For information on the Guaranteed Income Supplement phone 1-800-277-9914. For information on the Alberta Seniors Benefit phone 1-800-642-3853 (427-7876 in Edmonton).

Residents of nursing homes and auxiliary hospitals are not charged for the cost of prescription drugs as listed in their formulary and as prescribed by the resident's attending physician. Ambulance services are also provided at no charge.

To qualify for provincial coverage of the care costs in a nursing home:

- you must be eligible for registration with Alberta Health
- you must have lived in Alberta for three consecutive years at any time previously, or
- you must have lived in Alberta for one year immediately prior to applying, and been a resident of Canada for 10 years or more.

If you are assessed as needing the services provided in an auxiliary hospital, and you are eligible for registration with Alberta Health, the care costs are paid by the province.

Admission to a continuing care centre, such as a nursing home or auxiliary hospital, is based on an assessment of need carried out by the staff of Home Care. When you request services, you and Home Care staff may decide a continuing care centre would provide the most appropriate services. If this decision is made, the Home Care staff will then work with the placement service to find the right centre for you.

Some Regional Health Authorities may be able to offer other models of care that combine health services and shelter. These are not traditional continuing care facilities, that is they are not auxiliary hospitals or nursing homes, but many of them offer comparable levels of care. Other models of care include assisted living, foster family care, group homes, special centres for Alzheimer's disease and related disorders, transitional living settings, and various types of seniors' day programs. Those that receive funding through Regional Health Authorities have admission assessments like those used for continuing care centres.

For more information about admission to **continuing care centres**, contact your Regional Health Authority. See pages 49 to 51 for phone numbers and addresses.

Geriatric Assessment and Rehabilitation Programs

The Capital Health Authority (Edmonton) and the Calgary Regional Health Authority have specialized geriatric assessment and rehabilitation programs. For information, contact:

Calgary 541-3453
Southern Alberta Regional Geriatric Program
Rockyview General Hospital
7007 14 ST SW
CALGARY AB T2V 1P9

Edmonton 474-8800
Northern Alberta Regional Geriatric Program
Glenrose Rehabilitation Hospital
ROOM 1259, 10230 111 AVE NW
EDMONTON AB T5G 0B7

Mental Health Services

Mental health services are available to all age groups throughout the province. Services offered include mental health information and education, assessment, counselling and psychiatric services.

For further information, contact your nearest area office of the Provincial Mental Health Advisory Board:

South Area Office (Calgary and south) . .297-4520
206 Hillhurst Professional Building
301 14 ST NW
CALGARY AB T2N 2A1

Central Area Office783-7632
Alberta Hospital
PO BOX 4422
PONOKA AB T4J 1S1

North Area Office
(Edmonton and north)427-4444
Fifth Floor, 108th Street Building
9942 108 ST NW
EDMONTON AB T5K 2J5

Inpatient mental health services are available in urban and regional acute care hospitals, and at the Claresholm and Raymond Care Centres, Alberta Hospital Edmonton, and Alberta Hospital Ponoka. In addition, many hospitals and/or extended care facilities offer Day Hospital programs for older individuals with psychiatric problems. Your nearest mental health office or your physician can direct you to, or provide you with, information on these services.

Alberta Health Facilities Review Committee

The Alberta Health Facilities Review Committee is appointed by the provincial government through legislation established in 1973. The legislation gives committee members the authority to visit Alberta's acute care, continuing care, mental health and special care facilities, to monitor and evaluate them on behalf of users and the public-at-large.

The mission of the Health Facilities Review Committee is to ensure that quality care, treatment and standards of accommodation are maintained in health care facilities. Visits to facilities are not announced.

The committee forwards reports, along with recommendations, to the Regional Health Authority, the facility, and to the Minister of Health. Facilities are monitored to make sure recommendations are followed.

For information, contact:

Alberta Health Facilities Review
Committee 427-4924
8th Floor, Sterling Place
9940 106 ST NW
EDMONTON AB T5K 2N2

In all other areas of the province you can call toll-free through the Government of Alberta RITE. Dial 310-0000 and enter 427-4924 if you have a touch-tone phone. If you have a rotary telephone, dial 310-0000, wait for the operator to answer and ask to be connected to 427-4924.

Regional Health Authority Locations

A wide variety of community programs and services are offered through the Regional Health Authorities. For information on the locations and the range of programs and services available, contact the Regional Health Authority for your area.

Chinook Regional Health

Authority 382-6009

960 19 ST S

LETHBRIDGE AB T1J 1W5

Fax: 382-6011

Palliser Health Authority 529-8042

666 5 ST SW

MEDICINE HAT AB T1A 4H6

Fax: 529-8998

Headwaters Regional Health

Authority 601-8330

SUITE 4

28 12 AVE SE

HIGH RIVER AB T1V 1T2

Fax: 652-2129

Calgary Regional Health

Authority 541-3670

Consumer Line 531-8080

or toll-free 1-800-860-2742

4TH FLOOR

1035 7 AVE SW

CALGARY AB T2P 3E9

Fax: 541-3681

Health Authority #5 823-5245

515 HIGHWAY 10 EAST

PO BOX 429

DRUMHELLER AB T0J 0Y0

Fax: 823-7589

David Thompson Regional
Health Authority 341-8622
POSTAL BAG 5026
602, 4920 51 ST
RED DEER AB T4N 6A1
Fax: 341-8632

East Central Regional Health Authority 608-8800
4703 53 ST
CAMROSE AB T4V 1Y8
Fax: 672-5023

Westview Regional Health Authority 987-8204
Consumer Line 1-800-283-4419
C/O Devon General Hospital
Administration Office
101 ERIE ST S
SUITE A
DEVON AB T9G 1A6
Fax: 987-8233

Crossroads Regional Health Authority 352-3766
5610 40 AVE
WETASKIWIN AB T9A 3E4
Fax: 361-4336

Capital Health Authority Administration 492-5000
General Information Line 492-1800
Seniors Information Line 496-8000
1J2 Walter C. Mackenzie Centre
8440 112 ST NW
EDMONTON AB T6G 2B7
Fax: 492-4257

Aspen Regional Health
Authority 349-8705
10003 100 ST
WESTLOCK AB T7P 2E8
Fax: 349-4879

Lakeland Regional Health Authority 656-2030
Consumer Line 1-800-815-8683
210 Provincial Building
PO BOX 248
SMOKY LAKE AB T0A 3C0
Fax: 656-2033

Mistahia Regional
Health Authority 538-5387
2nd Floor, Provincial Building
10320 99 ST
GRANDE PRAIRIE AB T8V 6J4
Fax: 538-5455

Peace Regional Health Authority 624-7260
10915 99 ST
PO BOX 6178
PEACE RIVER AB T8S 1S2
Fax: 618-3405

Keewetinok Lakes Regional
Health Authority 523-6641
4620 53 AVE
PO BOX 874
HIGH PRAIRIE AB T0G 1E0
Fax: 523-6642

Northern Lights Regional Health
Authority 791-6024
7 HOSPITAL ST
FORT MCMURRAY AB T9H 1P2
Fax: 791-6029

Northwestern Regional Health
Authority 926-4388
BAG 10,000
10106 100 AVE SUITE 200
HIGH LEVEL AB T0H 1Z0
Fax: 926-4149

Family and Community Support Services

These provincial/municipal programs, available in many parts of Alberta, provide funding for, and assist with, the development of community programs of interest to senior citizens. Many also provide information about available services.

In some communities, Family and Community Support Services offices assist seniors by offering home chore services, transportation, visiting services and various outreach programs. For information, contact **Family and Community Support Services**, listed in local telephone directories.

Victorian Order of Nurses

The Victorian Order of Nurses is a non-profit charitable organization administered by voluntary boards. The Victorian Order of Nurses offers health and support services at nominal fees.

For services that may be available in your community call the **Victorian Order of Nurses**:

Calgary	640-4765
Glenmore Landing	
D272, 1600 90 AVE SW	
CALGARY AB T2V 5A8	
Edmonton	466-0293
2nd Floor	
4634 90A AVE NW	
EDMONTON AB T6B 2P9	
Grande Prairie	532-1012
10215 102 ST	
GRANDE PRAIRIE AB T8V 2W1	
Medicine Hat	529-8025
631 PROSPECT DRIVE SW	
MEDICINE HAT AB T1A 4C2	

Meals-on-Wheels

Usually for a fee, Meals-on-Wheels provides one hot meal a day to seniors in their homes. These services are available in many areas of Alberta. For information about Meals-on-Wheels, contact your local **Regional Health Authority**, phone numbers and addresses are on pages 49 to 51.

Alberta Monitoring for Health Program

Administered by the Canadian Diabetes Association and funded by Alberta Health, the Alberta Monitoring for Health Program helps eligible registrants to pay for their diabetes supplies. There is a limit on the total reimbursement during each benefit period.

To be eligible you must:

- have diabetes mellitus
- be taking insulin
- be a resident of Alberta
- not have any other insurance coverage for any diabetes supplies other than medication
- have received training in self-monitoring of blood glucose if you are requesting blood testing strips
- be eligible for Alberta Health coverage.

For information, contact:

Alberta Monitoring
for Health Program 423-2634
Suite 1010, Royal Bank Building
10117 JASPER AVE NW
EDMONTON AB T5J 1W8
Fax: 423-3322

Toll-free outside Edmonton: 1-800-267-7532

Veterans Independence Program

This program of Veterans Affairs Canada provides personal care and home help such as housekeeping or grounds-keeping services to veterans who qualify due to health, age or war service disability or who are in receipt of War Veterans Allowance. Requests for assistance with care, if you are in a continuing care centre, may also be considered.

For information, contact Veterans Affairs Canada:

Calgary 292-4048
104, Sam Livingston Building
510 12 AVE SW
CALGARY AB T2R 0X5

Edmonton 495-3762
940 Canada Place
9700 JASPER AVE NW
EDMONTON AB T5J 4C3

Toll-free for people living outside these centres:
1-800-866-1240

The Canadian National Institute for the Blind

The Canadian National Institute for the Blind provides counselling and support to help blind, deaf-blind and visually impaired people.

More than three dozen support groups for seniors with vision loss are available in communities throughout Alberta. The **Seniors Education Program** trains seniors as peer group facilitators and provides information about vision loss and the resources available to seniors and professionals who work with seniors.

For information, contact:

The Canadian National Institute for the Blind

Calgary 266-8831
TDD: 265-0105

15 COLONEL BAKER PLACE NE
CALGARY AB T2E 4Z3
Fax: 265-5029

Edmonton 488-4871
TDD: 482-2791
12010 JASPER AVE NW
EDMONTON AB T5K 0P3
Fax: 482-0017

Grande Prairie 539-4719
SUITE 408
9728 MONTROSE AVE
GRANDE PRAIRIE AB T8V 2B6
Fax: 539-3331

Lethbridge 327-1044
1119 3 AVE S
LETHBRIDGE AB T1J 0J5
Fax: 380-2672

Medicine Hat 527-2211
533 1 ST SE
MEDICINE HAT AB T1A 0A9
Fax: 526-3548

Red Deer 346-0037
BOX 101
RED DEER AB T4N 5E7
Fax: 346-0037

Collect calls are welcome at all offices.

Alberta Alcohol and Drug Abuse Commission

The Alberta Alcohol and Drug Abuse Commission provides treatment programs for alcohol abuse, other drug abuse, and problem gambling. It also provides education and preventive services for Albertans. For information, contact your local Alberta Alcohol and Drug Abuse Commission office, listed in the white pages of your telephone directory, or call:

Calgary:

Prevention & Treatment 297-3071
2nd Floor, Stevenson Building
1177 11 AVE SW
CALGARY AB T2R 0G5

Edmonton:

Prevention & Treatment 427-2736
10010 102A AVE NW
EDMONTON AB T5J 3G2

Grande Prairie:

Prevention & Treatment 538-5210
Northern Addictions Centre
11333 106 ST
GRANDE PRAIRIE AB T8V 6T7

Self-Contained Apartments for Seniors

Senior citizens' apartments provide subsidized accommodation for low to moderate income seniors who are in good health but cannot obtain or afford adequate housing for their needs, or who can no longer maintain their homes.

The units are either bachelor or one-bedroom apartments with stoves and refrigerators. Lounges and laundry facilities are available in each project. Some units are wheelchair accessible.

Rental rates are based on 30 percent of income.

If you are age 65 or over, you may be eligible. Priority is given to those in greatest need. Need is determined by your current housing situation, rent costs and income.

Applications are made directly to the management body, which selects the tenants.

Senior citizens are also eligible to apply to the management body for housing assistance through the **Rent Supplement Program** and the **Community Housing Program**. In the Community Housing Program and the Rent Supplement Program, tenants pay 30 percent of their income for rent. Income and asset limits apply, but asset limits may be waived for seniors.

Housing may be in public, non-profit, co-operative or private rental projects. Screening of applicants by the management body is required.

For both the Rent Supplement Program and the Community Housing Program, applications are made directly to the management body, which selects the tenants.

For more information, see **Housing Registries**, page 59.

Senior Citizens' Lodge Program

Lodges providing room and board to senior citizens are located throughout the province. The Senior Citizens' Lodge program provides affordable housing for seniors who are mentally and physically self-sufficient. Rates include furnished living accommodation, access to all common areas and facilities, full food services, housekeeping, linen laundry and may include other services.

Rates in provincially funded lodges are set by the local management body. Management bodies may set a minimum monthly lodge rental rate not to exceed \$700.

To protect lower income residents, management bodies must either adjust the monthly rate to ensure that each resident has at least \$265 per month in disposable income, or charge the minimum monthly lodge rate.

The local management body operating each lodge is responsible for setting rates, handling applications, selecting residents and setting the rules and regulations for the lodge.

Complaints from residents, their families or lodge staff may be directed to:

Alberta Municipal Affairs 427-4088
Housing and Consumer Affairs
North Field Services
3rd Floor, Capilano Centre
9945 50 ST NW
EDMONTON AB T6A 0L4

Note: This office may be relocating. Please phone before coming to the office.

Alberta Municipal Affairs 297-5700
Housing and Consumer Affairs
South Field Services
301, Centre 70
7015 MACLEOD TRAIL S
CALGARY AB T2H 2K6

In all other areas of the province you can call toll-free through the Government of Alberta RITE. Dial 310-0000 and enter the phone number for the office nearest you, if you have a touch-tone phone. If you have a rotary telephone, dial 310-0000, wait for the operator to answer and ask to be connected to the office nearest you.

Housing Registries

Housing registries have lists of senior citizens' apartments, lodges, and management bodies. They may also help you find private accommodation.

Housing registries for seniors are located at:

Calgary 265-0661 (Ext. 323)
Kerby Centre
1133 7 AVE SW
CALGARY AB T2P 1B2

Edmonton 423-5510
Society for the Retired and Semi-Retired
15 SIR WINSTON CHURCHILL SQUARE NW
EDMONTON AB T5J 2E5

Edmonton 476-6595
Native Seniors' Centre
Cottage E
10107 134 AVE NW
EDMONTON AB T5E 1J2

Medicine Hat 529-8383
Housing Registry
Veiner Centre
225 WOODMAN AVE SE
MEDICINE HAT AB T1A 3H2

If a housing registry is not available in your area, contact your local information centre, see page 62, or **Family and Community Support Services Office**, listed in local telephone directories, or the **Seniors Information Line**, see page 6.

Home Adaptation Program

Eligible home owners, tenants or landlords may apply to receive a provincial government grant to improve wheelchair access, facilitate movement and/or provide security in the home. If you are a home owner or tenant and your household income for the previous calendar year was less than \$25,000, you may be eligible for a grant of \$5,000. If your household income was between \$25,000 and \$30,000, the grant is \$2,500.

Residential landlords may also apply for assistance to construct new housing units or to modify existing housing to accommodate wheelchair users. Modifications must be permanent.

As an eligible home owner or tenant, you must:

- be a wheelchair user, or an individual whose disability will eventually require the use of a wheelchair
- live in the home to be adapted
- have a household income equal to or less than \$30,000 for the previous calendar year, or currently receive benefits from the Assured Income for the Severely Handicapped program
- live in Alberta for at least nine months of each year
- be a Canadian citizen or landed immigrant with at least three years of residency in Canada and one year of residency in Alberta.

Modifications which are part of or fixed to the unit or building are eligible, if they:

- facilitate access to the unit including the provision of ramps, wheelchair lifts, sloped walk-ways, lowered thresholds
- facilitate movement inside the unit such as door widening, kitchen and bathroom cabinet modifications, installation of grab bars
- provide security, including burglar alarms.

Landlords who apply must agree to rent to an eligible tenant for not less than one year. The landlord and Alberta Municipal Affairs must agree on the proposed modifications and the allocation of grant funds.

If you apply for this grant and receive approval, you should not expect payment for modifications that were done before your application was approved.

For information and application forms contact:

Home Adaptation Program 427-5760
Alberta Municipal Affairs
Housing and Consumer Affairs
16th Floor, Commerce Place
10155 102 ST NW
EDMONTON AB T5J 4L4

In all other areas of the province you can call toll-free through the Government of Alberta RITE. Dial 310-0000 and enter 427-5760 if you have a touch-tone phone. If you have a rotary telephone, dial 310-0000, wait for the operator to answer and ask to be connected to 427-5760.

LIFE ENRICHMENT OPPORTUNITIES

Seniors' Centres

Seniors' centres are located throughout the province. Often operated by organizations of retired people, these centres may offer a variety of social, recreational, sport and educational activities. Some centres also offer service activities such as outreach, friendly visiting, meals, meals-on-wheels, wheels-to-meals, information and referral services, and home repair and maintenance.

Local Information and Referral Centres

In addition to Public Health Services and Family and Community Support Services offices, many communities have local information centres that provide information on the services available in your community. Centres are located at:

Calgary 265-0661

Kerby Centre

1133 7 AVE SW

CALGARY AB T2P 1B2

Fax: 264-7047

Calgary 266-6200

Calgary Seniors Resource Society

PO BOX 716

GEORGE C. KING TOWER

807 6 ST SE

CALGARY AB T2G 4V8

Fax: 269-5183

Camrose 672-7022

Camrose and District Senior Centre

5415 49 AVE

CAMROSE AB T4V 0N6

Fax: 679-0194

E-mail: srcentre@telusplanet.net

Edmonton 423-5510
The Society for the Retired and Semi-Retired
15 SIR WINSTON CHURCHILL SQUARE NW
EDMONTON AB T5J 2E5
Fax: 426-5175

Fort McMurray 743-4135
Salvation Army Seniors
9919 MACDONALD AVE
FORT MCMURRAY AB T9H 1S7
Fax: 791-2909

Grande Prairie 539-6255
Grande Prairie and Area Council on Aging Seniors Outreach
10222 101 AVE
GRANDE PRAIRIE AB T8V 0Y5
Fax: 532-5970

Lacombe 782-6637
Family and Community Support Services
KENT HOUSE
5103 49 ST
LACOMBE AB T4L 1J4
Fax: 782-6639

Lethbridge 320-2222
Lethbridge Seniors Citizens Organization
500 11 ST S
LETHBRIDGE AB T1J 4G7
Fax: 320-2762

Medicine Hat 529-8383
Veiner Centre
225 WOODMAN AVE SE
MEDICINE HAT AB T1A 3H2
Fax: 529-1050

Red Deer 343-6074
Golden Circle Senior Outreach
4620 47 AVE
RED DEER AB T4N 3P5
Fax: 343-7977

St. Albert 458-2771
St. Albert Seniors
7 TACHE ST
ST. ALBERT AB T8N 2S3
Fax: 459-9588

Strathcona Seniors Information Line 464-4265
100 ORDZE AVE
SHERWOOD PARK AB T8B 1M6
Fax: 449-1354

Wainwright 842-2777
Wainwright District Support Services
902 5 AVE
WAINWRIGHT AB T9W 1C7
Fax: 842-5783

Active Living

Active Living helps older citizens to lead healthier, more independent and satisfying lives. Some of the most popular activities include walking, picnicking, fishing, swimming, bird watching, gardening, golfing and cycling. Including even just moderate physical activity in your daily life according to your own personal preference and circumstances can make a big difference!

Local Recreation Departments. For information about local recreation and sport programs and activities, contact your recreation department. The phone number will be in your telephone directory.

Alberta Community Development Sport and Recreation Branch. The Recreation Services Section can provide you with information on Active Living such as how to get started and what kinds of activities are the most beneficial.

For information contact:

Recreation Services Section 427-6549
Alberta Community Development
905 Standard Life Centre
10405 JASPER AVE NW
EDMONTON AB T5J 4R7

In all other areas of the province you can call toll-free through the Government of Alberta RITE. Dial 310-0000 and enter 427-6549 if you have a touch-tone phone. If you have a rotary telephone, dial 310-0000, wait for the operator to answer and ask to be connected to 427-6549.

The Alberta Seniors' Games, which provide competition in both sport and cultural activities, are held every two years. For information, contact the **Alberta Sport, Recreation, Parks and Wildlife Foundation** in Edmonton at 415-1167.

In all other areas of the province you can call toll-free through the Government of Alberta RITE. Dial 310-0000 and enter 415-1167 if you have a touch-tone phone. If you have a rotary telephone, dial 310-0000, wait for the operator to answer and ask to be connected to 415-1167.

Alberta Senior Citizens Sport and Recreation Association. This volunteer group promotes sport, recreation and fitness development for adults age 55 and over. It acts as the provincial voice of the Alberta Seniors' Games, and encourages and promotes participation in the Games at the local level. The board of directors consists of an executive and representatives from branches in eight zones across the province.

The annual membership fee is \$10. Among the benefits for members are a quarterly newsletter, \$15,000 sport accident insurance and regular communication about province-wide events through the branch system.

For information, contact:

Alberta Senior Citizens Sport and
Recreation Association 297-2703
203, 2616 18 ST NE
CALGARY AB T2E 7R1
Fax: 297-2702

Provincial Parks. Albertans who are 65 and over receive a discount on camping fees for a maximum stay of 16 days. You must have proof of age and have resided in Alberta for one year. A fee will be charged for reservations. For information, call 427-7009 in Edmonton.

In all other areas of the province you can call toll-free through the Government of Alberta RITE. Dial 310-0000 and enter 427-7009 if you have a touch-tone phone. If you have a rotary telephone, dial 310-0000, wait for the operator to answer and ask to be connected to 427-7009.

Fishing Licences are not required if you are 65 or over and a resident of Alberta. You must carry proof of your age, and you must comply with all sport fishing regulations. This free fishing does not apply in the national parks in Alberta.

Bus Passes

In some areas, people who are 65 and over can obtain a bus pass at a reduced cost. You must supply proof of age when applying.

For information about public transportation and bus passes, contact:

Calgary 268-1480

Calgary Transit

Customer Service Centre

240 7 AVE SW

Edmonton 496-1665

City of Edmonton Transit

99 ST and 102A AVE NW

LRT Churchill Station (underground across from the
Edmonton Art Gallery)

EDMONTON AB T5J 3R5

Lethbridge 320-3885

619 4 AVE N

LETHBRIDGE AB T1H 0K4

Red Deer 342-8225

City Hall

Main Information Desk

4914 48 AVE

Special Transportation Help

If you cannot use the regular public transportation system because you are elderly or handicapped some help may be available in the municipality in which you live. Contact your local information centre (see page 62) or Family and Community Support Services office, listed in your local telephone directory.

Handicapped Placard

If you have a disability that makes movement difficult, you can request a handicapped placard or vehicle plate. A physician must complete a form confirming your condition and you will need two pieces of identification.

For information, contact any Alberta Registries agent or:

Calgary 297-4210
Motor Vehicles Information

Edmonton 427-7013
Motor Vehicles Information

For a list of Alberta Registries Agents in your area, look in your local telephone directory Yellow Pages under "Licence and Registry Services" or phone toll-free, 1-800-465-5009 (422-2362 for Edmonton and area).

LEGAL SERVICES

Lawyer Referral Service

If you can afford to pay for a lawyer but do not know one who can help you, the Lawyer Referral Service of the Law Society of Alberta will provide you with the names of three lawyers to choose from. You receive the first half hour of discussion free of charge. During that time, you can discuss fees and decide whether you want to use the lawyer you have contacted.

For information, contact:

Lawyer Referral Service Office:

Toll-free 1-800-661-1095

Legal Aid Society

The Legal Aid Society can provide legal representation for eligible individuals. Repayment at a reduced rate may be required.

For information, contact the Legal Aid Society:

Calgary	297-2260
Edmonton	427-7575
Fort McMurray	743-7356
Grande Prairie	538-5470
Hinton	865-8239
Lethbridge	381-5194
Medicine Hat	529-3553
Peace River	624-6250
Red Deer	340-5119
St. Paul	645-6205
Wetaskiwin	352-7011

Public Trustee

The Public Trustee is the trustee of last resort for dependent adults (people who are unable to administer their own financial affairs because of a mental disability). This office administers deceased persons' estates when they die intestate (without leaving a will) or if the deceased individuals have no adult beneficiaries residing in the province. The Public Trustee also acts as guardian by protecting the assets and financial interests of missing persons and children under 18 years of age.

For information, contact the **Office of the Public Trustee**:

Calgary 297-6541
2100 TELUS Tower
411 1 ST SE
CALGARY AB T2G 4Y5

Edmonton 427-2744
400 South J.E. Brownlee Building
10365 97 ST NW
EDMONTON AB T5J 3Z8

In all other areas of the province you can call toll-free through the Government of Alberta RITE. Dial 310-0000 and enter the phone number for the office nearest you, if you have a touch-tone phone. If you have a rotary telephone, dial 310-0000, wait for the operator to answer and ask to be connected to the office nearest you.

Public Guardian

Alberta's Public Guardian provides assistance and services relating to adult surrogate decision-making for non-financial matters. The Public Guardian's major responsibilities come from the **Dependent Adults Act** and the **Personal Directives Act** (when proclaimed).

Alberta's **Dependent Adults Act** provides for surrogate decision making for adults who are unable to make decisions about personal matters (guardianship) or estate matters (trusteeship).

For adults who are unable to care for themselves and unable to make reasonable judgments about personal matters, the Surrogate Court may appoint a guardian as long as such an order is in the best interest of and results in substantial benefit to the individual. Where there is no one else who is willing, able and suitable to be the individual's guardian, the Court may appoint the Public Guardian.

The Court may appoint a guardian to assist a dependent adult or to make decisions for the dependent adult in areas such as: where and with whom to live; social activities; work related matters; education and training; licences and permits; non-estate legal matters; health care and day-to-day decisions.

Guardians are accountable to the Court. The Court will require the actions and decisions of the guardian be reviewed at least every six years.

Where the legal costs of applying for a guardianship order would be a hardship for a dependent adult or an applicant, the applicant may wish to make such an application by using a self-help kit and/or may ask the Court to have the Crown contribute to the costs of getting the order.

The Office of the Public Guardian can provide additional information about how to apply for a guardianship order, where help is available and about other guardianship matters.

Alberta's **Personal Directives Act** (when proclaimed) will provide an alternative to the Court's appointment of a guardian under the **Dependent Adults Act**. It will promote self-determination by enabling competent adult Albertans to appoint a surrogate decision-maker. A surrogate decision maker is called an agent.

The **Personal Directives Act** (when proclaimed) will enable competent adult Albertans to provide instructions regarding

personal, non-financial matters such as where to live, with whom to live and associate, health care decisions, non-financial legal matters, and so on. In this way, family and friends are assured that decisions being made by the named agent and actions that are taken by service providers, will be consistent with the person's expressed wishes.

Although most people appoint family and friends as their agents, the Public Guardian is also mandated to provide this role if named in a personal directive. The Office of the Public Guardian can provide additional information about how to create a personal directive, where help is available, how to carry out a role as an agent, and other matters relating to personal directives.

Questions about guardianship or personal directives should be directed to the Regional Office closest to where the dependent adult or the person making a personal directive lives.

For more information, contact:

Alberta Family and Social Services Office of the Public Guardian

Head Office 422-1868
12th Floor, Seventh Street Plaza
10030 107 ST NW
EDMONTON AB T5J 3E4

South Region 297-3364
Room 510, Place 800
800 6 AVE SW
CALGARY AB T2P 3G3

Lethbridge Sub-Office 381-5648
501 Professional Building
740 4 AVE S
LETHBRIDGE AB T1J 0N9

North Region 427-0017
4th Floor, 108th Street Building
9942 108 ST NW
EDMONTON AB T5K 2J5

Central Region 340-5165
Room 203, Provincial Building
4920 51 ST
RED DEER AB T4N 6K8

In all other areas of the province you can call toll-free through the Government of Alberta RITE. Dial 310-0000 and enter the phone number for the office nearest you, if you have a touch-tone phone. If you have a rotary telephone, dial 310-0000, wait for the operator to answer and ask to be connected to the office nearest you.

Office of the Ombudsman

The Ombudsman, who is an Officer of the Legislature, conducts impartial investigations on receipt of written complaints from individuals who believe they have been treated unfairly by the provincial government. The Ombudsman is independent of government and has broad powers to investigate actions, decisions, practices and procedures of government departments, boards, agencies and commissions. Individuals are required to complete all available appeals before the Ombudsman may consider investigating. The Office of the Ombudsman also assists individuals in directing complaints to the appropriate contact, department or other complaint mechanism when the complaint is outside the Ombudsman's jurisdiction to investigate.

For information, contact the **Office of the Ombudsman**:

Calgary 297-6185
850 Ford Tower
633 6 AVE SW
CALGARY AB T2P 2Y5

Edmonton 427-2756
1630 Phipps-McKinnon Building
10020 101A AVE NW
EDMONTON AB T5J 3G2

In all other areas of the province you can call toll-free through the Government of Alberta RITE. Dial 310-0000 and enter the phone number of the office nearest you, if you have a touch-tone phone. If you have a rotary telephone, dial 310-0000, wait for the operator to answer and ask to be connected to the office nearest you.

A number of organizations in Alberta have been established to meet the interests and special needs of seniors at local, provincial and national levels. Some organizations may work on your behalf with the various levels of government or may provide you opportunities to pursue your particular interests or needs. If you would like to obtain information on these organizations, contact your local seniors' centre.

Seniors Advisory Council for Alberta

Seniors Advisory Council for Alberta members work closely with seniors and seniors' agencies in their communities. From this interaction, the Council makes recommendations to the government on legislation and policies affecting senior citizens, and on the funding and coordination of programs and services relating to them. It submits an annual report with recommendations to the government.

The Council spearheads Alberta's annual Senior Citizens Week, which occurs during the first full week in June. The week emphasizes the contributions older people are making to Alberta families and communities. The Council issues a quarterly newsletter entitled **Update**.

The Seniors Advisory Council for Alberta is chaired by a Member of the Legislative Assembly appointed by the Premier. Members are appointed by Order-in-Council and represent various regions of the province, with one representative each from the Alberta Medical Association and Alberta universities.

Council members are interested in the concerns of seniors. To share your comments or to meet with Council members, contact:

Seniors Advisory Council for Alberta . . . 422-2321
Suite 660, Standard Life Centre
10405 JASPER AVE NW
EDMONTON AB T5J 4R7
Fax: 427-1689

In all other areas of the province you can call toll-free through the Government of Alberta RITE. Dial 310-0000 and enter 422-2321 if you have a touch-tone phone. If you have a rotary telephone, dial 310-0000, wait for the operator to answer and ask to be connected to 422-2321.

Alberta Council on Aging

The Alberta Council on Aging is a province-wide charitable organization of groups and individuals concerned with the process of aging. The Alberta Council on Aging works towards change on both the individual and societal level, and towards enhancing the active community participation of seniors in society.

The ACA News, published six times a year and provided to members, is a source of current information on issues concerning Alberta's seniors. The Alberta Council on Aging also publishes material related to the interests of seniors' organizations.

The Alberta Council on Aging encourages communication and sharing of resources among seniors' groups and organizations. It acts as the umbrella group for the Alberta Council on Aging Policy Advisory Network, formerly the Inter-Agency Council on Aging for Alberta. The Policy Advisory Network represents, and speaks on behalf of all seniors' organizations who are members of the Alberta Council on Aging.

Annual membership fees:

- individual \$10
- couples \$15
- organizations \$25

Life membership fees:

- individual \$100
- couples \$150

For information, contact:

Alberta Council on Aging 423-7781

1740, 10130 103 ST NW

EDMONTON AB T5J 3N9

Fax: 425-9246

E-mail: acaging@compusmart.ab.ca

CALENDAR OF EVENTS OF INTEREST TO SENIORS

1998

June 7-13, 1998 Alberta Senior Citizens Week
For information contact:
Seniors Advisory Council for Alberta, Edmonton
Telephone: (403) 422-2321
Outside of Edmonton, dial 310-0000 and enter 422-2321 if you have a touch-tone phone. If you have a rotary telephone, dial 310-0000, wait for the operator to answer and ask to be connected to 422-2321.

July, 1998 Alberta Seniors' Games in Three Hills, Alberta
For information contact:
Alberta Senior Citizens Sport and Recreation Association, Calgary
Telephone: (403) 297-2703

September 13, 1998 Grandparents Day
For information contact:
Orphaned Grandparents Association of Edmonton
Telephone: (403) 423-2831

October 1, 1998

International Day for the Elderly

For information contact:

International Federation on Ageing, Montreal

Telephone: (514) 287-9679

November 8-14, 1998 National Seniors Safety Week

For information contact:

Canada Safety Council, Ottawa

Telephone: (613) 739-1535

1999

International Year of Older Persons

"Towards a Society for All Ages"

For information contact:

Seniors Policy and Programs, Edmonton

Telephone: (403) 427-2705

Outside of Edmonton, dial 310-0000 and enter 427-2705 if you have a touch-tone phone. If you have a rotary telephone, dial 310-0000, wait for the operator to answer and ask to be connected to 427-2705.

NOTES

National Library of Canada
Bibliothèque nationale du Canada



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